

FIG. 1

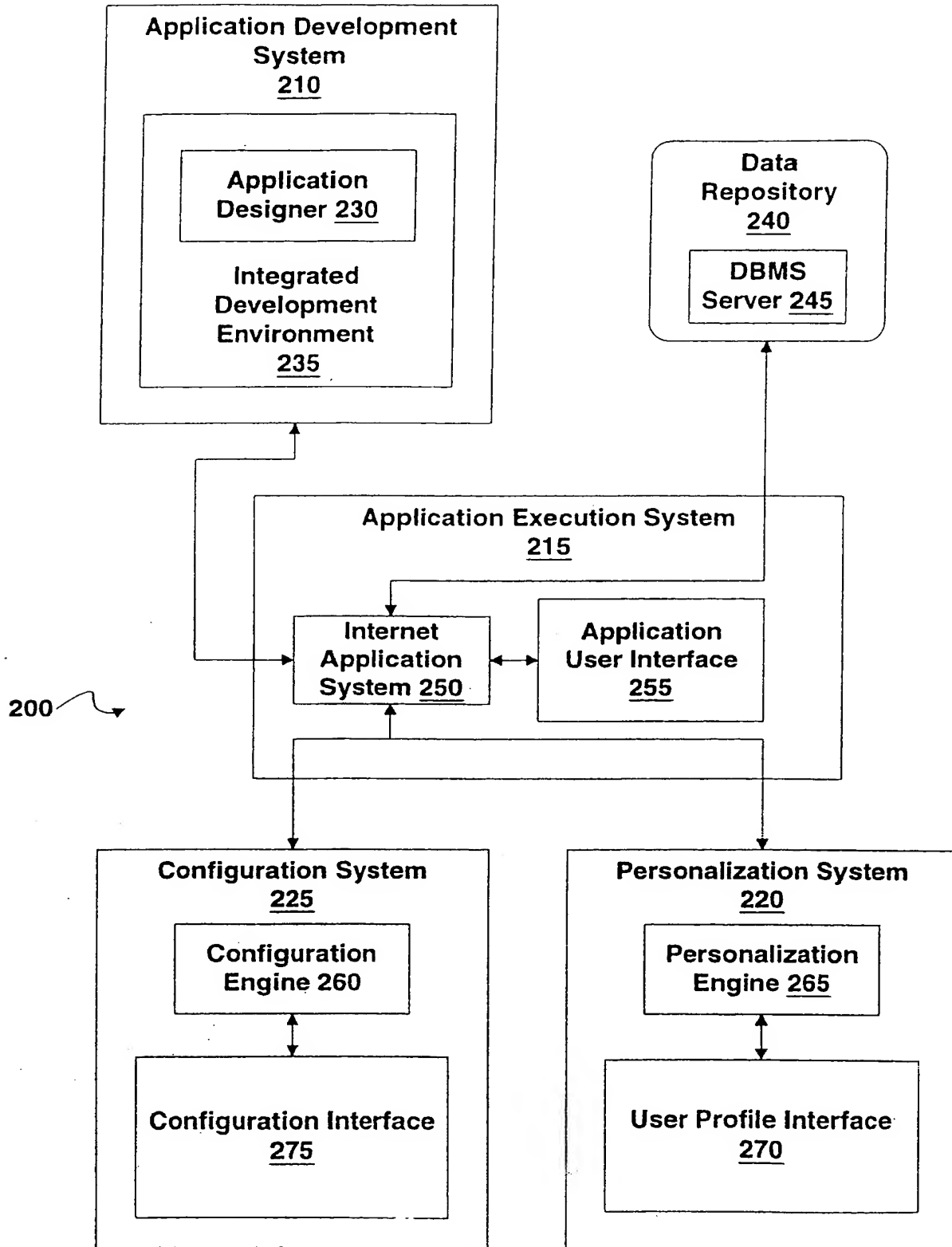
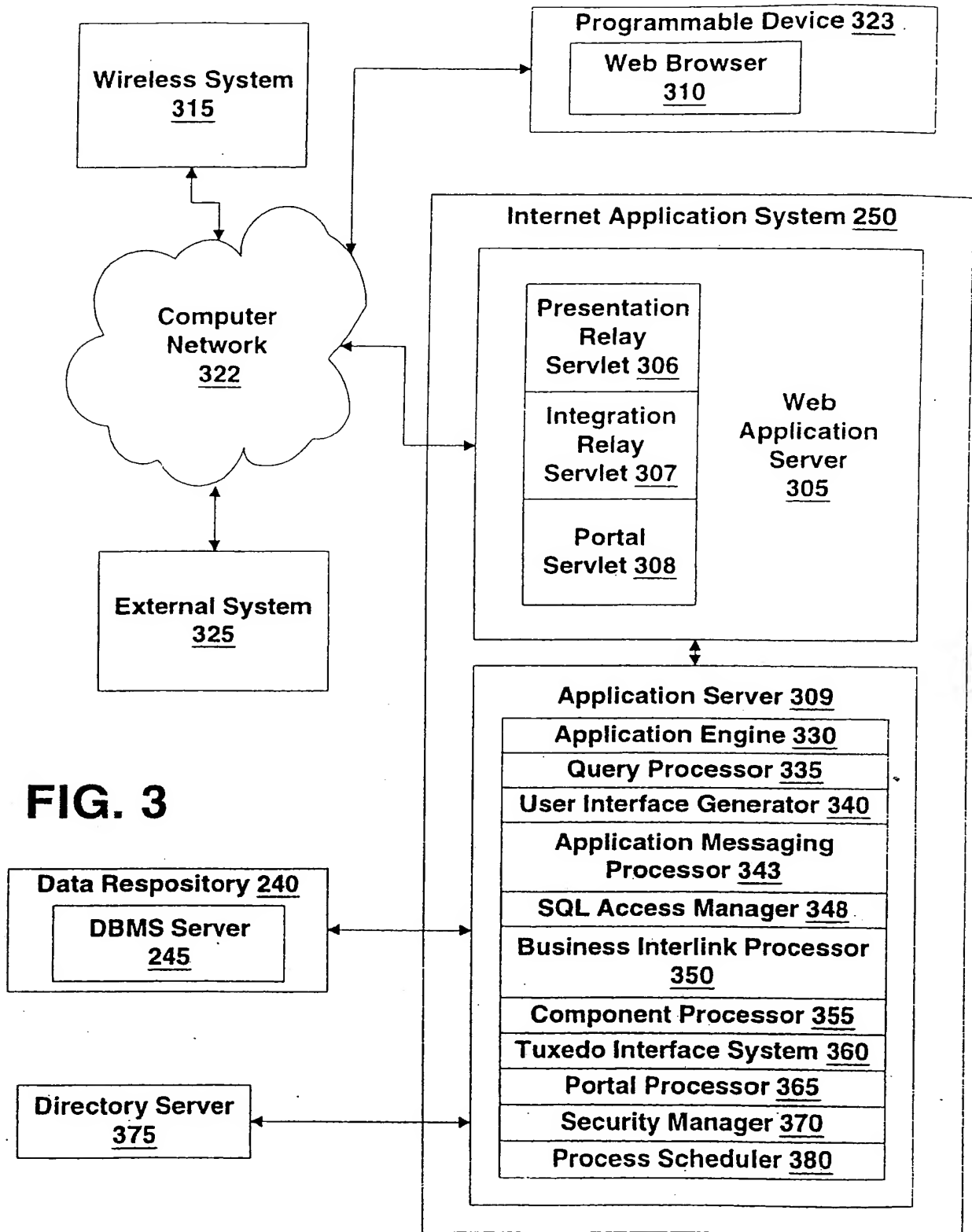


FIG. 2



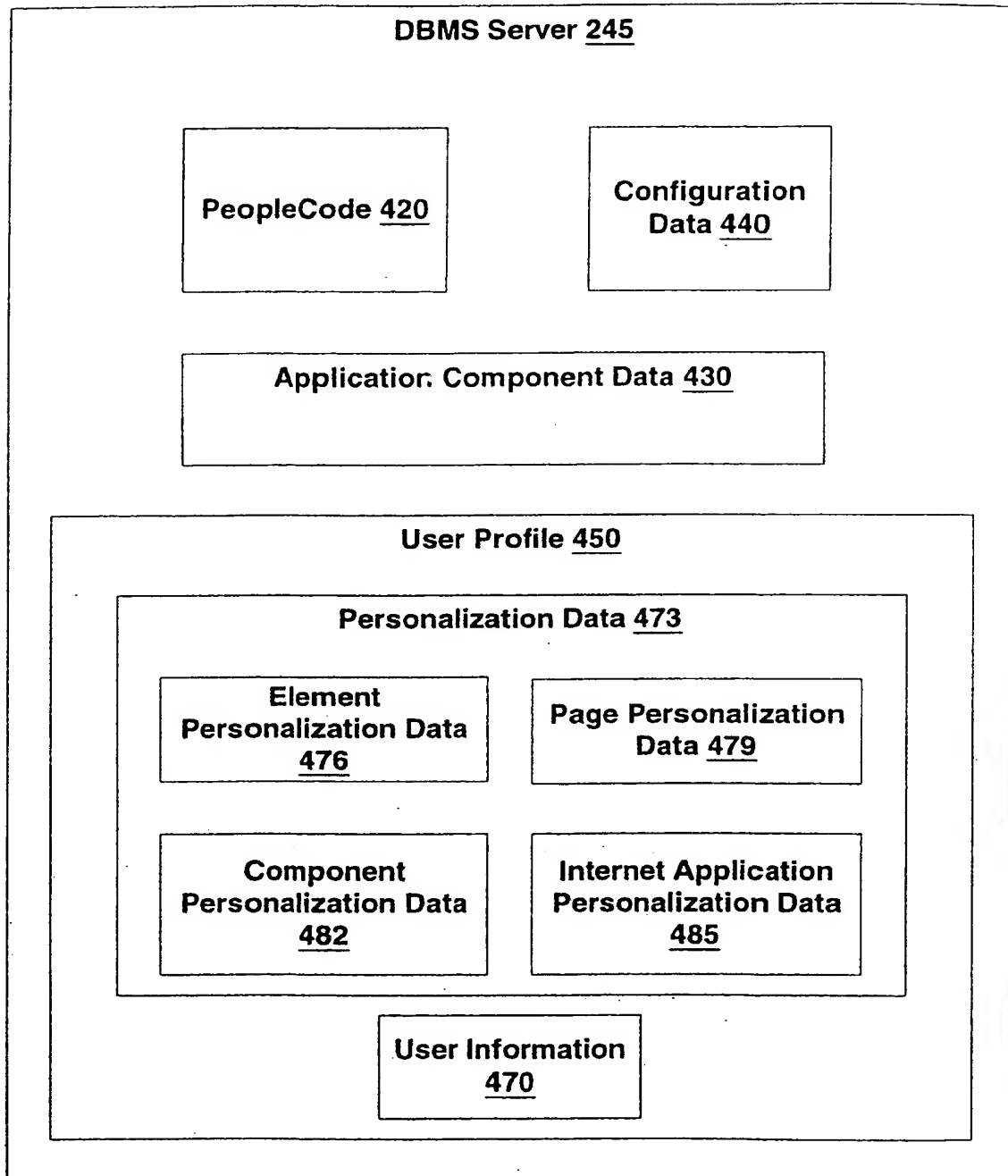


FIG. 4

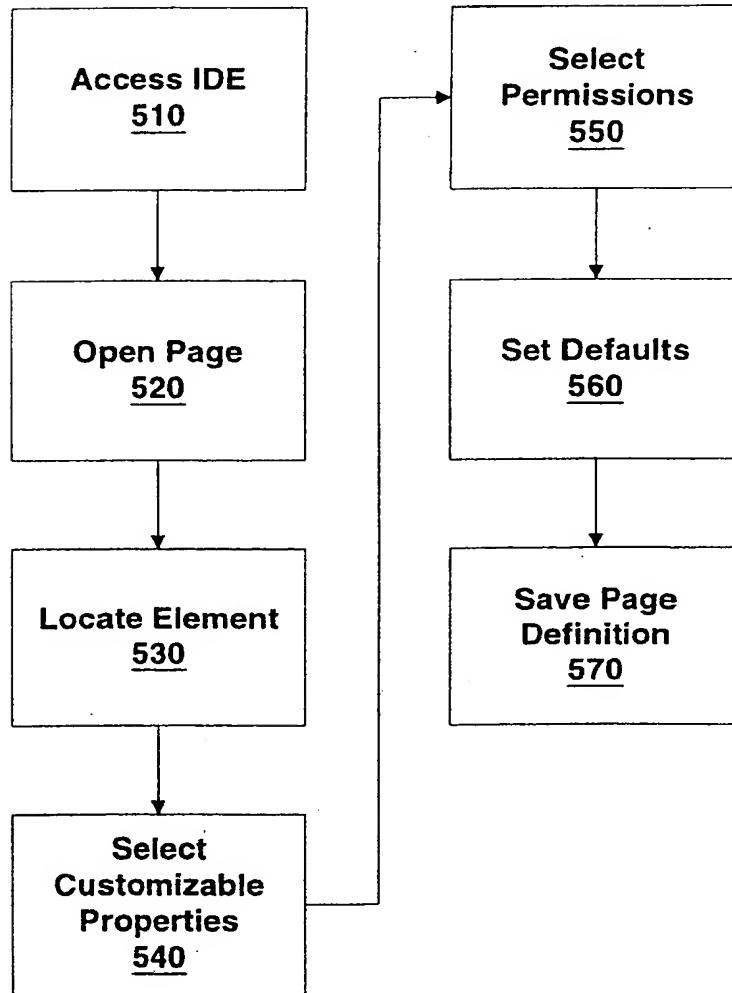


FIG. 5

FIG. 6

Application Designer—Untitled—RC_CASE_HD.ENG(Page)

File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

610

620

660

650

640

RC_CASE_HD.ENG (Page)

Page Designer Order

Untitled

Up...

Down...

Ready

Build Find Object References Upgrade Results Validate

Name: Department: Phone Type: Email Type: Preferred Contact Method: All Contact:

Business Unit: Location: Phone: Email: Preferred Contact Details:

Product: Asset Tag: Summary: Description: Summary:

Installed

Source:

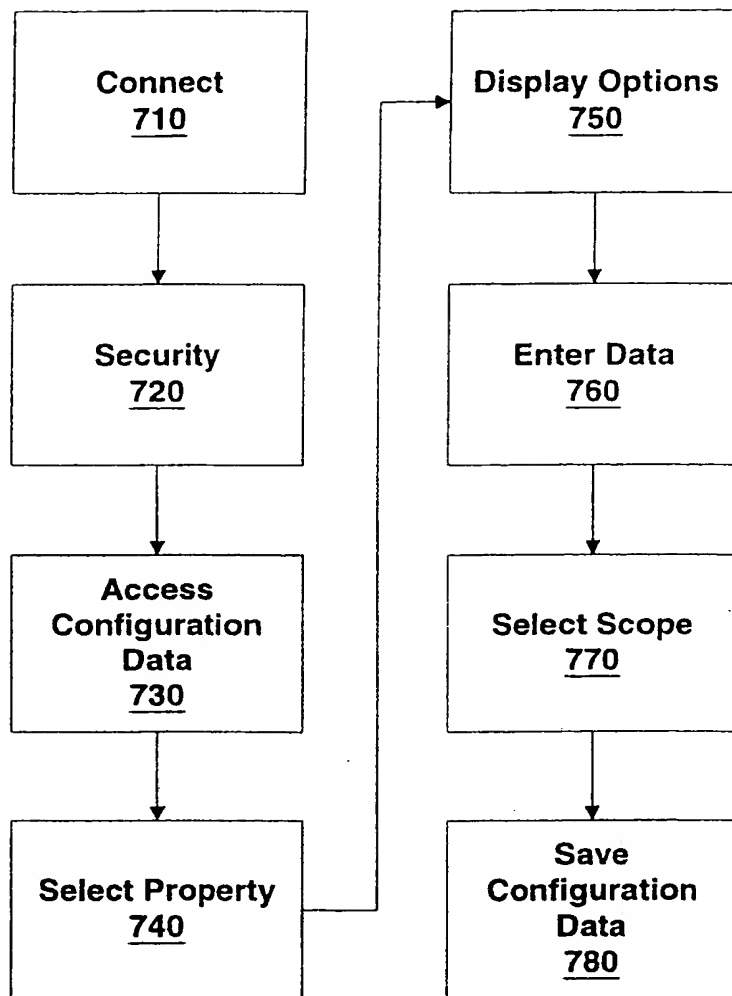


FIG. 7

275

FIG. 8

Administer Personalization Opt.-Microsoft Internet Explorer




File Edit View Favorites Tools Help

Address http://localhost:7001/verities/clientservernet/peopleoft8/?cmd=start&

Home View Worklist Help Sign Out

Home>PeopleTools>Maintain Security>Use>Administer Configuration

Administer Configuration Options

Option	Description	Image	Enable Option	Allow User Value	Default Value
ACCESS Accessibility Features			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
ADBTN Tab over Add/Del Buttons(+/-)			<input type="checkbox"/>	<input type="checkbox"/>	
ADES Afternoon designator (PM, pm)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	RM
CALBTN Tab over Calendar Button			<input type="checkbox"/>	<input type="checkbox"/>	
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	\$
CSYM Currency Symbol			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	L
DCSP Decimal Separator			<input checked="" type="checkbox"/>	<input type="checkbox"/>	.
DFRMT Date Format			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	M
EXPENT Expert Entry			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	N
GRDTAB Tab over Grid Tabs			<input type="checkbox"/>	<input type="checkbox"/>	
HDRICN Tab over Header Icons			<input type="checkbox"/>	<input type="checkbox"/>	
LKPBTN Tab over Lookup Button			<input type="checkbox"/>	<input type="checkbox"/>	
LTZONE Local Time Zone			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	PST
MDES Morning designator (AM, am)			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	AM

Done Local intranet

820

810

820

840

850

860

830

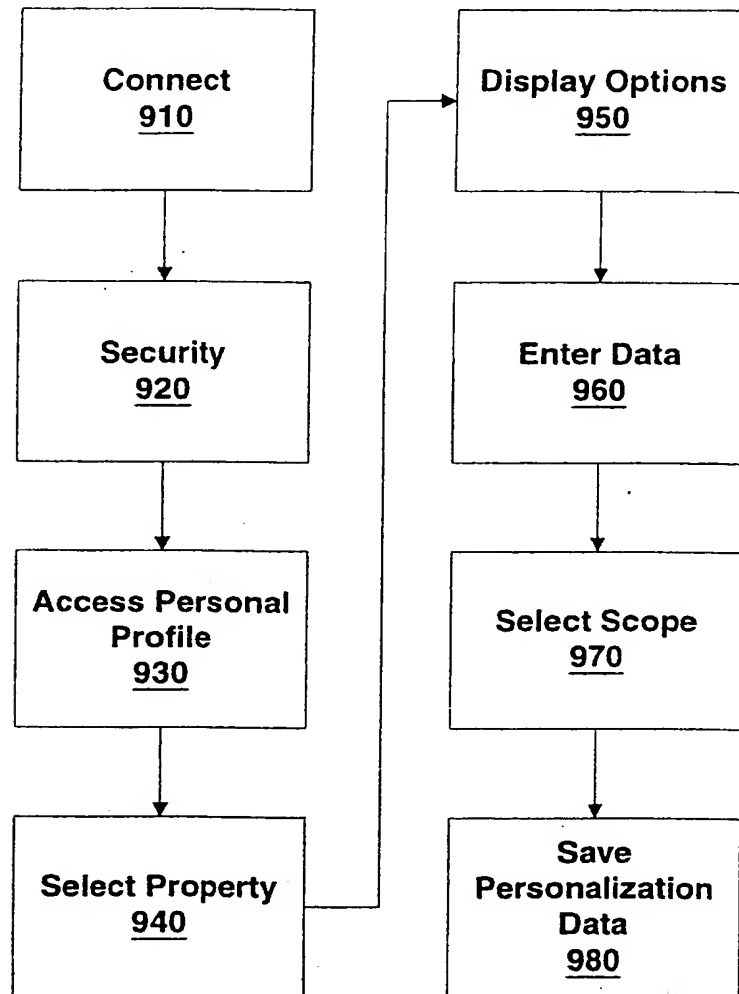


FIG. 9

FIG. 10A

1005

1010

1020

270

Administer Personalization Opt-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Reload Home Search History Favorites

Address <http://localhost:7001/services/clientservlet/peoplesoft/?cmd=start&>

Home View Worklist Help Sign Out New Window

PEOPLE Soft

Home>PeopleTools>Maintain Security>Use>My Profile

General Profile Information

Opriid for CRMSKT, CRMQABAK

Password

Change password

Change or set up forgotten password help

Personalization

Changes to Personalization settings require you to log off and log back on in order to take effect.

My preferred language for reports and email is:

Currency Code:

Set Personalizations

Email

Email Address:

Alternate User

If you will be temporarily unavailable, you can select an alternate user to receive your routings.

Alternate User ID:

From Date: (example: 12/31/2000)

To Date: (example: 12/31/2000)

Miscellaneous User Links

Local intranet

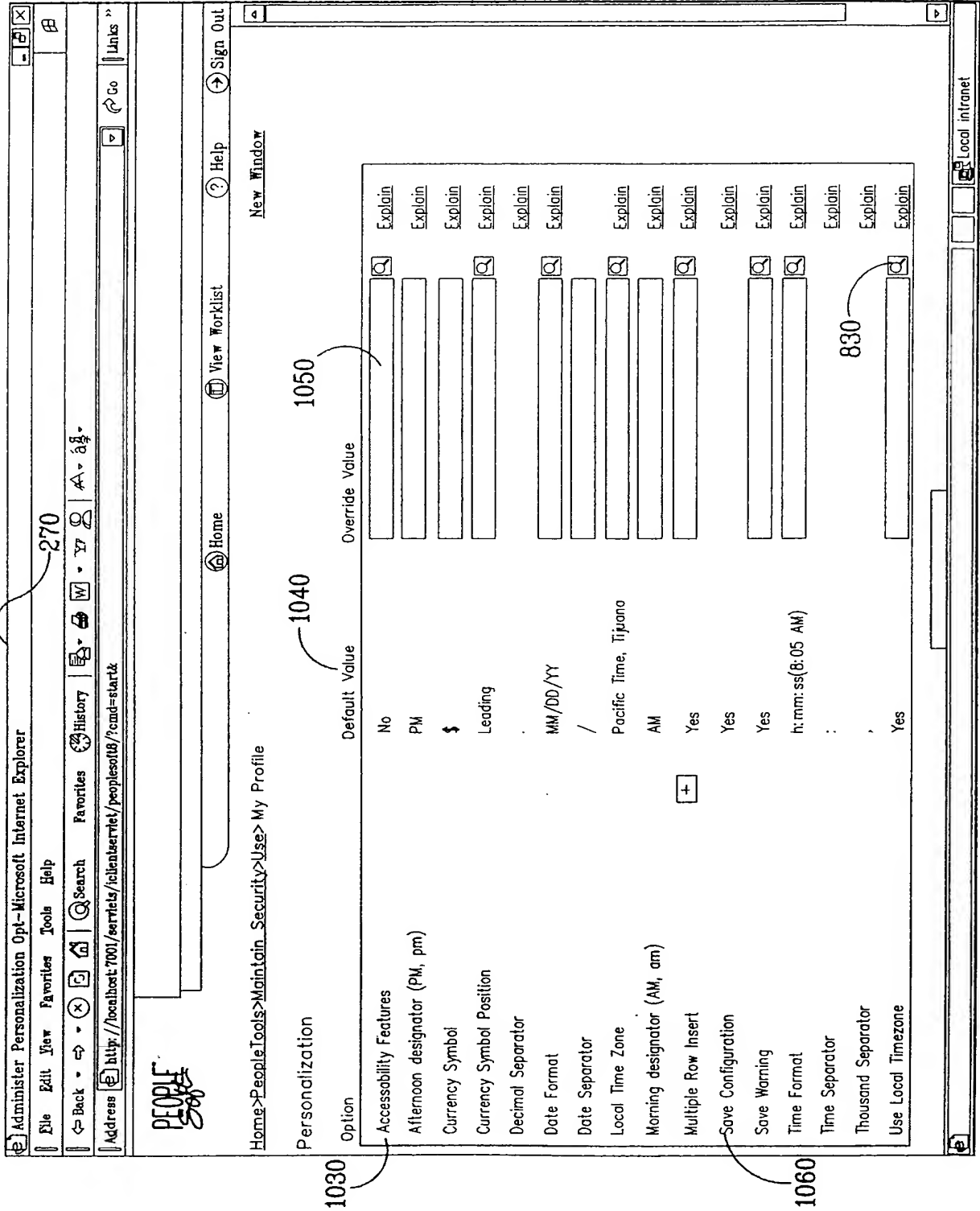


FIG. 10B

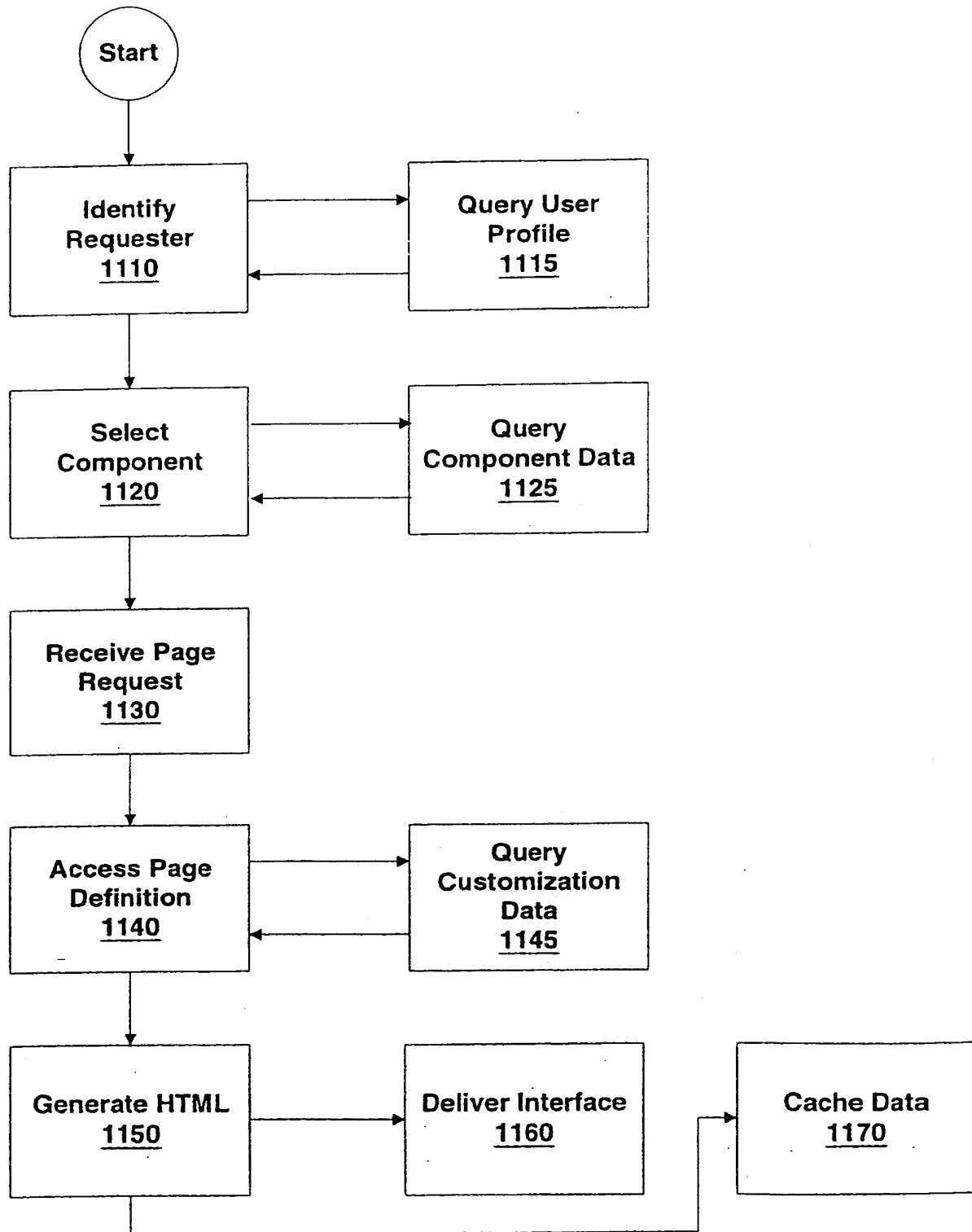


FIG. 11

Application Designer-Untitled-RC_CASE_HD.ENG(Page)
File Edit View Insert Build Debug Tools Layout Go Favorites Window Help

RC_CASE_HD.ENG (Page)

Page Designer	Order	Label	Type	Field	Record	Display Control	Related Field	Control Field	Page Field
1	0		SubPage						
2	0	Employee Informal	Group Box	EMP_INFO_GBO	DERIVED_RC_C				CUST_INFO_I
3	0	EMPLID	Edit Box	EMPLID	DERIVED_RC_C				
4	0	ContactID	Edit Box	CASE_CONTACT	RC_CASE				
5	0	Name	Edit Box	NAME_SEARCH	DERIVED_RC_C				
6	0	PersonID	Edit Box	PERSON_ID	RC_DRILLDOWN				
7	0	Business Unit	Edit Box	RC_BU_DESCR	DERIVED_RC_C				
8	0	Business Unit	Edit Box	BUSINESS_UNIT	RC_CASE				
9	0	Department	Edit Box	DEPTID	RB_WORKER				
10	0	Location Code	Edit Box	LOCATION	RB_WORKER				
11	0	Phone Type	Drop Down List	PHONE_TYPE	DERIVED_RC_C				
12	0	Phone Type	Edit Box	PHONE_TYPE	RC_CASE				
13	0	Business Unit	Drop Down List	BUSINESS_UNIT	DERIVED_RC_C				
14	0	Phone	Edit Box	PHONE	DERIVED_RC_C				
15	0	Extension	Edit Box	EXTENSION	DERIVED_RC_C				
16	0	Email Type	Drop Down List	E_ADDR_TYPE	DERIVED_RC_C				
17	0	Email Type	Edit Box	E_ADDR_TYPE	RC_CASE				
18	0	Email	Edit Box	EMAIL_ADDR	DERIVED_RC_C				
19	0	Preferred Contact	Drop Down List	RC_CONTACT_M	RC_CASE				
20	0	Contact Details	Edit Box	RC_CONTACT_I	DERIVED_RC_C				
21	0	Contact	Edit Box	RC_CONTACT_I	RC_CASE				
22	0	All Contact	Edit Box	CONTACT_ID	RC_CASE				
23	0	Problem Information Group Box	Group Box	ALT_NAME_SEA	RC_ALT_CNTC				
24	0	Problem	Edit Box	PROBLEM_INFO	DERIVED_RC_C				PROBLEM_IN
25	0	Product	Edit Box	RC_PRODUCT_I	DERIVED_RC_C				
26	0	Product	Edit Box	PRODUCT_ID	RC_CASE				

1250 1210A 1210B 1210J 1210K 1210R 1210Z

Ready

Build Find Object References Upgrade Results Validate

NUM

1200

FIG. 12

FIG. 13A

Address Info

*Address Seq: 1 View All First 1 of 1 Last

*Effective Date: 07/25/2001 View All First 1 of 1 Last

*Status: Active

*Address Type: Business Address ID: 1320

Description: 1330

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County: CA State: California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit 1335

Phone Info

*Phone Type: Business Description: Desk Int'l Prefix: 001 Telephone: 925 694 9479 Extension: 1335

Done Local intranet



1310

Address Detail

255

*Effective Date: 07/25/2001 1360

*Address Type: Business 1320

Description:

Country: 1350 USA United States

Address 1: Peoplesoft Parkway

*Status:

*Address ID:

FIG. 13C

255

FIG. 13E

Self Service User Profile-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Back Forward Stop Search Favorites History Address http://localhost:7001/serriels/clientservlet/peopleinfo/?cmd=start&

Home View Worklist Help Sign Out

PEOPLE

Home>PeopleTools>Maintain Security>Use>My Profile

Personalization

Option	Default Value	Override Value
Accessibility Features	No	<input type="checkbox"/> Explain
Tab over Add/Del Buttons (+/-)	No	<input type="checkbox"/> Explain
Afternoon designator (PM, pm)	PM	<input type="checkbox"/> Explain
Tab over Calendar Button	No	<input type="checkbox"/> Explain
Currency Symbol	\$	<input type="checkbox"/> Explain
Currency Symbol Position	Leading	<input type="checkbox"/> Explain
Decimal Separator	.	<input type="checkbox"/> Explain
Date Format	MM/DD/YY	<input type="checkbox"/> Explain
Date Separator	/	<input type="checkbox"/> Explain
Local Time Zone	Pacific Time, Tijuana	<input type="checkbox"/> Explain
Morning designator (AM, am)	AM	<input type="checkbox"/> Explain
Multiple Row Insert	Yes	<input type="checkbox"/> Explain
Save Configuration	Yes	<input type="checkbox"/> Explain
Save Warning	Yes	<input type="checkbox"/> Explain
Time Format	h:mm:ss(8:05 AM)	<input type="checkbox"/> Explain
Time Separator	:	<input type="checkbox"/> Explain
Thousand Separator	,	<input type="checkbox"/> Explain

local intranet

FIG. 14A

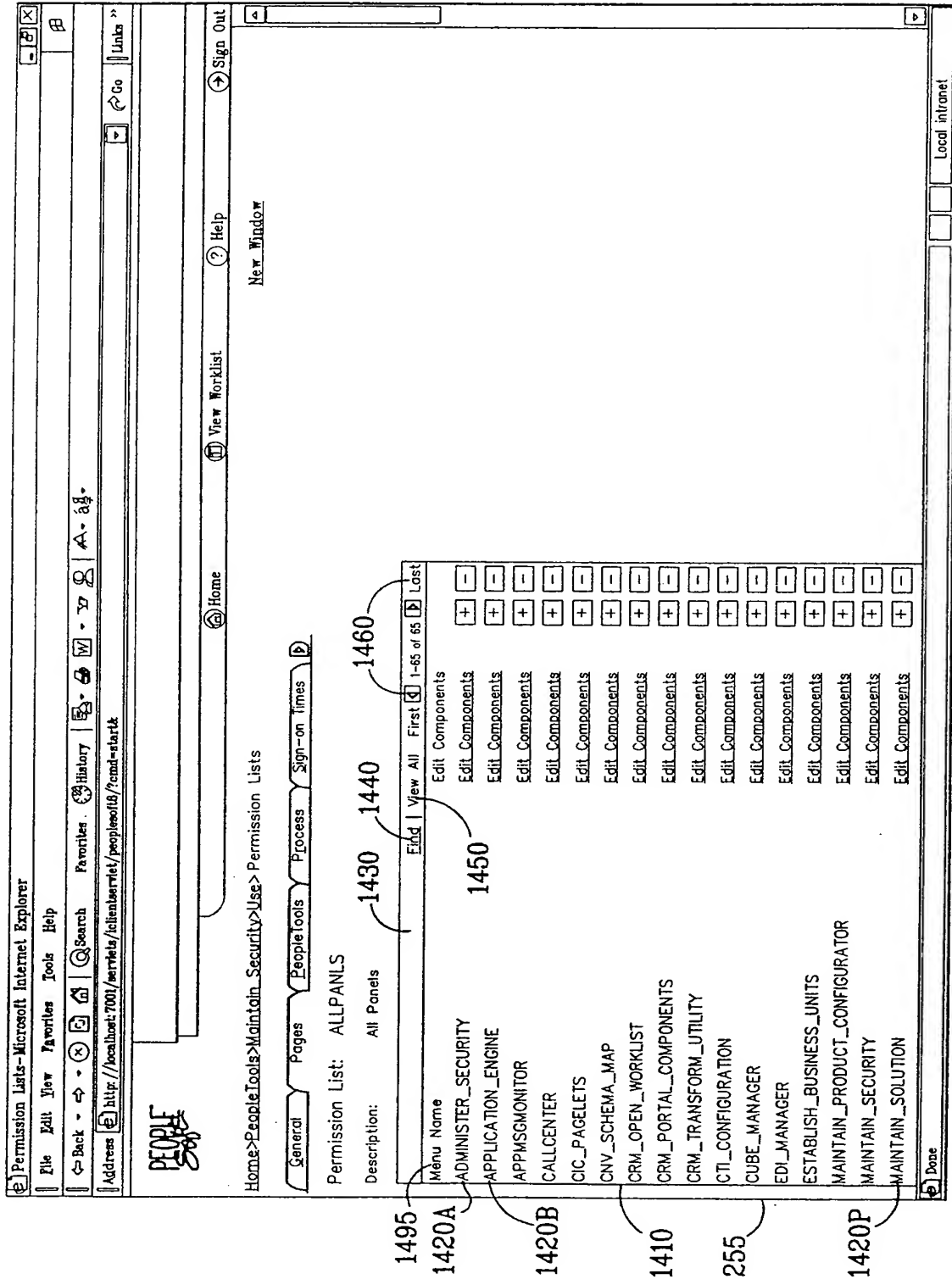


FIG. 14B

1470

Grid Properties

General Columns Label Use

General Attributes

Main Record: PSACLMEMU

Page Field Name: PSACLMEMU

Occurs Level: 1

Occurs Count: 15 1480


☐ Unlimited Occurs Count (rows) 1490

OK Cancel

270

FIG. 14C

225

PEOPLE


Home New Worksheet Help Sign Out

Home>PeopleTools>Maintain Security>Use>Permission Lists

General Pages PeopleTools Process Sign-on Times D

Permission List: ALLPANLS

Description: All Panels

1410

1420A

1420B

1420P

1420Q

Menu Name	Edit Components	
ADMINISTER_SECURITY	Edit Components	+ -
APPLICATION_ENGINE	Edit Components	+ -
APPMONITOR	Edit Components	+ -
CALLCENTER	Edit Components	+ -
CIC_PAGELETS	Edit Components	+ -
CNV_SCHEMA_MAP	Edit Components	+ -
CRM_OPEN_WORKLIST	Edit Components	+ -
CRM_PORTAL_COMPONENTS	Edit Components	+ -
CRM_TRANSFORM_UTILITY	Edit Components	+ -
CTI_CONFIGURATION	Edit Components	+ -
CUBE_MANAGER	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
ESTABLISH_BUSINESS_UNITS	Edit Components	+ -
MAINTAIN_PRODUCT_CONFIGURATOR	Edit Components	+ -
MAINTAIN_SECURITY	Edit Components	+ -
MAINTAIN_SOLUTION	Edit Components	+ -
MANAGE_INTEGRATION_RULES	Edit Components	+ -
MASS_CHANGE	Edit Components	+ -
NVISION	Edit Components	+ -
PORTAL_ADMIN	Edit Components	+ -
PORTAL_COMPONENTS	Edit Components	+ -
PORTAL_PERS_HOMEPAGE	Edit Components	+ -
PROCESSMONITOR	Edit Components	+ -
PROCESS_SCHEDULER	Edit Components	+ -
QUERY_MANAGER	Edit Components	+ -
RA_CAMPAIGN_MANAGEMENT	Edit Components	+ -
RA_CM_STRUCTURE	Edit Components	+ -
RB_DEFINE_PRODUCTS	Edit Components	+ -
RB_GENERAL_OPTIONS	Edit Components	+ -
RB_INTEGRATION_OPTIONS	Edit Components	+ -
RB_MANAGE_COMPETENCIES	Edit Components	+ -
RB_MANAGE_CUSTOMER_INFORMATION	Edit Components	+ -
RB_MANAGE_WORKFORCE	Edit Components	+ -
RB_PROCESS_INBOUND_TRANS	Edit Components	+ -
RB_STRUCTURE_SEARCHING	Edit Components	+ -
RB_WORKER_CALENDAR	Edit Components	+ -
RC_SELF_SERVICE	Edit Components	+ -
RC_SOLN_MGMT	Edit Components	+ -
REPORT_BOOKS	Edit Components	+ -
REPORT_MANAGER	Edit Components	+ -
RF_AGREEMENTS	Edit Components	+ -
RF_DEFINE_ITEMS	Edit Components	+ -
RF_DEFINE_ITEM_CONTROLS	Edit Components	+ -
RF_MAINT_ENTITLEMENTS	Edit Components	+ -
RF_MANAGE_RMA	Edit Components	+ -
RF_SERVICE_ORDER	Edit Components	+ -
RF_STRUCTURE	Edit Components	+ -
RI_CIC_HOME	Edit Components	+ -
RI_INTERACTION	Edit Components	+ -
RI_SETUP	Edit Components	+ -
RM_DELTA_UTILITY	Edit Components	+ -
RSF_FORECAST	Edit Components	+ -
RSF_LEADS	Edit Components	+ -
RSF_OPPORTUNITY	Edit Components	+ -
RSF_PRTL	Edit Components	+ -
RSF_SETUP_TABLES	Edit Components	+ -
RSF_TERRITORY	Edit Components	+ -
STRUCTURE_PROCESS_AUTOMATION	Edit Components	+ -
STRUCTURE_RC	Edit Components	+ -
TRANSLATE	Edit Components	+ -
EDI_MANAGER	Edit Components	+ -
TREE_MANAGER	Edit Components	+ -
UTILITIES	Edit Components	+ -
WORKFLOW_ADMINISTRATOR	Edit Components	+ -
WORKLIST	Edit Components	+ -

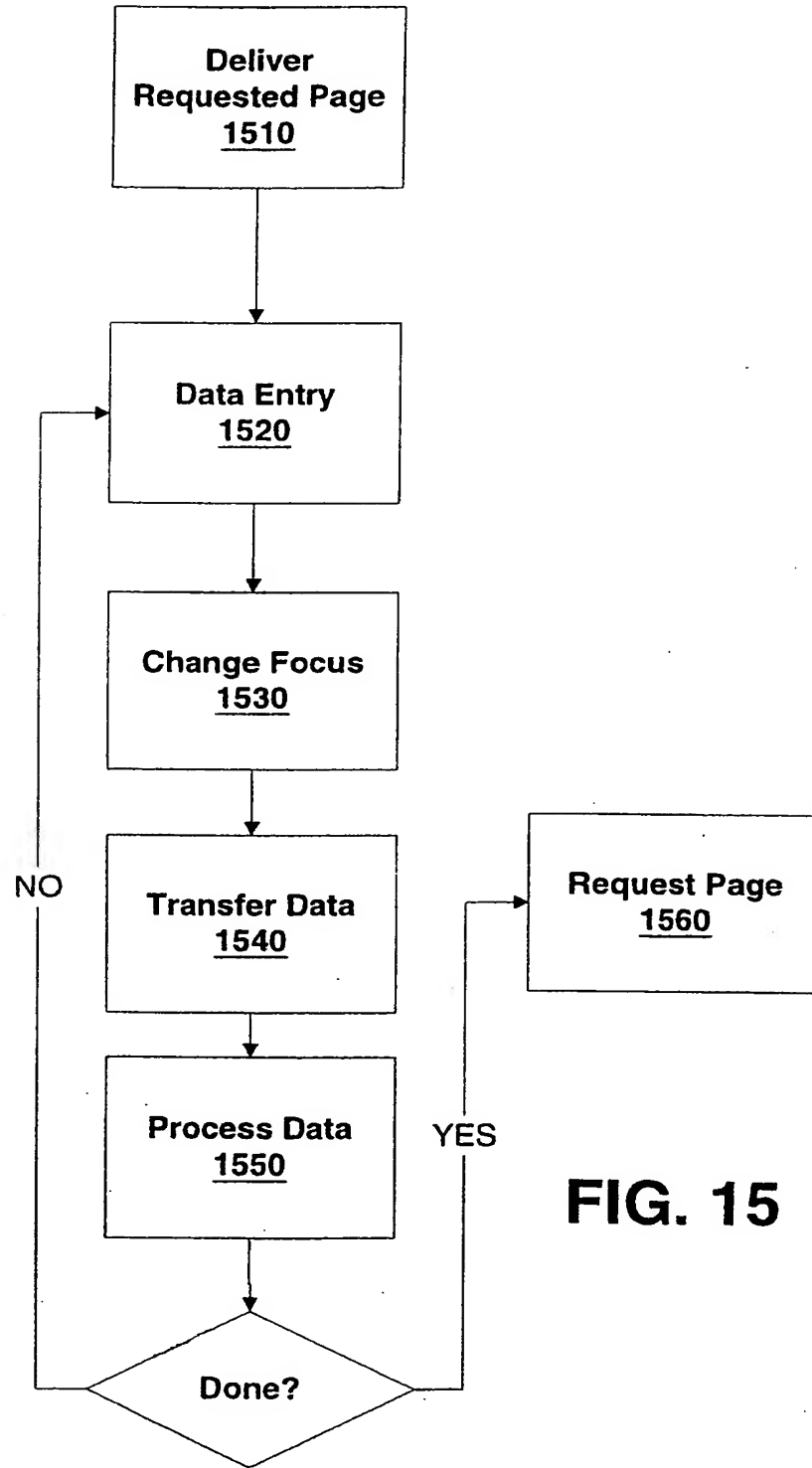


FIG. 15

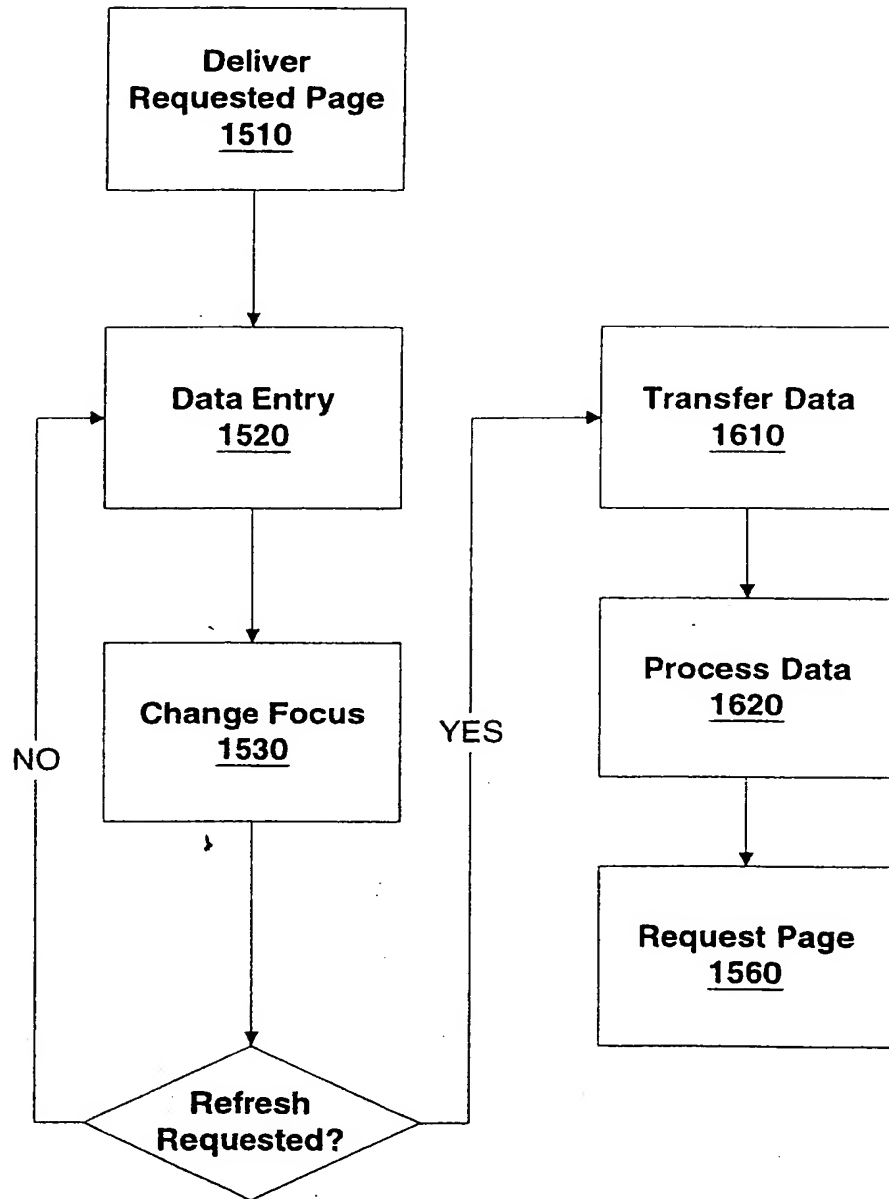


FIG. 16

FIG. 17A

275

Component Properties [X]

General **Use** **Internet**

Search Page

Primary Action ☐ New ☒ Search

Default Search Action: Update Display [v]

Default Search/Lookup Type: ☒ Basic ☐ Advanced

☒ Allow Action Mode Selection

Link To Access Add Page-- Message Set/Nbr: 124 62

Link To Access Search Page-- Message Set/Nbr: 124 63

Instructional Text-- 1710 Message Set/Nbr: 124 50

Multi-Page Navigation

☒ Display Folder Tabs (top)

☒ Display Hyperlinks (bottom)

Processing Mode

☒ Interactive ☐ Deferred

☒ Allow Expert Entry 1730

Toolbar

Selected Toolbar Actions: 1720

☒ Save

☐ Return to List

☐ Next in List

☐ Previous in List

☐ Next Page in Component

☐ Previous Page in Component

☒ Refresh

☒ Disable Toolbar:

1740

☐ View Worklis

☐ Next in WorkList

☐ Previous in WorkList

☐ Add

☐ Update/Display

☐ Update/Display All

☐ Correction

OK Cancel

255

FIG. 17B

Person Component-Microsoft Internet Explorer

File Edit View Favorites Tools Help

Address http://localhost:7001/serriels/inlineServlet/peoplesoftb/?cmd=start&

Home View Worklist Help Sign Out

PEOPLE Soft

Address Info View All First 1 of 1 Last

*Address Seq: 1

Address Detail View All First 1 of 1 Last

*Effective Date: 07/25/2001

*Status: Active

*Address Type: Business

*Address ID: 1208

Description:

Country: USA United States

Address 1: Peoplesoft Parkway

Address 2:

Address 3:

City: Pleasanton

County:

State: CA California

Postal: 94505

Time Zone: PST Pacific Time, Tijuana

Last Modified: 07/25/2001 2:36PM PDT VP1

Submit

Expert Entry 1760

Phone Info View All First 1 of 1 Last

*Phone Type Description Primary Prefix Int'l Telephone

Business Desk 001 925 694 9479

Phone Extension

Done Local intranet